

PRIVACY & SECURITY INFORMATION NOTICE

RAISING AWARENESS ABOUT THE IMPORTANCE OF PROTECTING
THE PRIVACY & SECURITY OF SENSITIVE INFORMATION

October 2010

PRIVACY/SECURITY BREACHES

The Agency and most of our contractors are subject to laws that may require reporting privacy breaches, or breaches of data systems that contain client information, to the State or Federal government or to the individual client. A breach is an unauthorized disclosure of information such as:

- Cross stuffing client envelopes – John’s information into Joan’s envelope
- Unauthorized access to client files – even without sharing, distributing or selling
- Faxing client information to a wrong number
- Revealing client information to those who have no need to know - gossip
- Overly informative voice mail messages
- Lost device containing employee or client information
- Discussing client or cases on social networking sites – even without identifiers
- Inadequate protection of client information on rosters or sign in sheets
- Sending an email outside the County Network containing confidential or sensitive information without encryption and/or to the wrong recipient

It is important to immediately report all breaches so that it can be determined if further action is required. Contact the Privacy Officer David Nelson (619-515-4243), the Compliance Officer Bob Borntrager (619-515-4246) or the Information Security Officer Pilar Miranda (619-338-2806).

A breach by our contractors is considered an “unusual event” and should be reported to the COTR first. The COTR can then contact the above individuals for further assistance.

The report of the breach should capture:

- What happened (mailed, gossip, stolen, lost, accessed ...)?
- When did it happen (date and time)?
- Where did it happen (office, car, off site event, home visit, internet posting...)?
- What information was involved (SSN, name, address, med record #, Dx, Tx, Rx...)?
- How many files/clients/patients affected?
- Was it accidental or intentional?
- Supervisor and employee names and positions

Questions can be sent to:

David Nelson Privacy Officer 619 - 515 - 4243

David.Nelson@SDCounty.ca.gov



COMPLIANCE OFFICE

QUALITY ■ EFFICIENCY ■ INTEGRITY